

SERVICE AGREEMENT (PUBLIC OFFER)

UAB "In Subsidiium"

Last updated: 28.02.2025

This Service Agreement (the "Agreement") is a public offer by UAB "In Subsidiium," a company registered under the laws of Lithuania ("Company," "We," "Us"), and governs the relationship between the Company and the Users ("Clients" and "Freelancers").

By registering on our platform, placing an order, or accepting a project, you agree to the terms of this Agreement. If you do not agree, please stop using our services.

1. GENERAL TERMS

1.1. The Company provides an online platform connecting Clients (who order services) and Freelancers (who perform services).

1.2. The Company acts as an **intermediary**: Clients contract the Company for services, and the Company subcontracts Freelancers.

1.3. This Agreement applies **only to natural persons** who are **citizens or residents of EU countries** except **Lithuania**. Lithuanian citizens and residents **are prohibited from using our services** for financial reasons.

1.4. The Company offers services in the fields of **Marketing, Design, IT, Consulting, and Copywriting**. The available services include but are not limited to:

- **Marketing Services:**
 - Social Media Management
 - SEO Audit
 - Email Marketing Campaign
 - Market Research
 - Ad Campaign Setup
 - Influencer Outreach
 - Keyword Research
 - Competitor Analysis
 - Social Media Ad Design
 - Marketing Strategy Plan
- **Design Services:**
 - Logo Design
 - Business Card Design
 - Social Media Graphics
 - Website Design Mockups
 - Flyer or Poster Design
 - Packaging Design
 - T-Shirt Design
 - Infographics
 - Presentation Templates
 - Menu Design

- **IT Services:**
 - WordPress Setup & Configuration
 - AI Chatbot Setup
 - Bug Fixes
 - Website Speed Optimization
 - E-commerce Integration
 - Database Setup
 - API Integration
 - Custom Script
 - SSL Installation
 - Backup & Security Setup
- **Consulting Services:**
 - Business Strategy Consulting
 - Design Review & Feedback
 - Marketing Strategy Session
 - IT System Consultation
 - SEO Consultation
 - Brand Identity Consultation
 - Social Media Growth Strategy
 - E-commerce Strategy Consulting
 - Website Usability Review
 - AI Integration Consulting
- **Copywriting Services:**
 - Website Copy (Home Page)
 - Social Media Captions (Set of 10)
 - Product Description (Short)
 - Landing Page Copy
 - Ad Copy (Google or Social Ads)
 - Newsletter Copy (One Email)
 - Tagline/Slogan Creation
 - SEO Blog Post (300-500 words)
 - About Us Page Copy
 - Email Subject Line Ideas (Set of 5)

1.5. Service pricing is determined based on the following parameters:

- **Project Deadline:**
 - Default deadline is **14 days**.
 - If the Client reduces the deadline, the price increases by **2.33% per day** (minimum deadline: **1 day**).
 - If the Client extends the deadline, the price decreases by **1.77% per day** (maximum deadline: **30 days**).
- **Revisions:**
 - Default number of revisions: **0**.
 - Adding **1 revision** increases the price by **7.49%**.
 - Adding **2 revisions** increases the price by **14.98%**.
- **Additional Guarantee:**
 - If selected, the refund period is extended from **14 to 28 days**.
 - This option increases the price by **5.69%**.

1.6. Data Collection and Usage:

- The processing of users' personal data is governed by our **Privacy Policy**, available at: <https://freality.eu/resources/views/docs/privacy-policy.pdf>. By registering on the platform, you agree to the terms of data processing as described in the Privacy Policy.
 - We also use cookies to enhance the platform's functionality and analyze user behavior. Detailed information on how we use cookies is outlined in our **Cookie Policy**, available at: <https://freality.eu/resources/views/docs/cookie-policy.pdf>. By continuing to use our website, you consent to the use of cookies in accordance with our Cookie Policy.
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2. CLIENT TERMS

2.1. Clients place orders and make payments to the Company. The Company acts as an intermediary and assigns tasks to independent Freelancers (subcontractors), who bear full responsibility for the quality and timely completion of the services. The Company does not guarantee the final outcome but ensures proper assignment and communication facilitation.

2.2. Clients acknowledge that services are performed by Freelancers subcontracted by the Company.

2.3. Clients must provide clear requirements and communicate through the contact information provided during registration or in their profiles, including email or other specified means.

2.4. If a service does not meet the agreed specifications, Clients may request revisions within **7 days** after delivery; otherwise, the project will be considered completed.

2.5. Refunds are available only if a request is submitted within **14 days** from the date of purchase and one of the following conditions is met:

- The work does not meet the agreed description.
 - The Freelancer fails to deliver on time and refuses revisions.
 - The Company determines a refund is justified.
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3. FREELANCER TERMS

3.1. Freelancers operate as **independent contractors** and do not have an employment relationship with the Company.

3.2. The Company assigns projects to Freelancers based on availability and expertise but **does not guarantee continuous work**.

3.3. Freelancers **must complete work on time** and in compliance with task requirements.

3.4. Delays and penalties:

- If a Freelancer fails to deliver within the deadline, a **penalty of 5% per day** may be applied.

- If the delay exceeds **7 days**, the Company may **cancel the assignment without payment**.

3.5. Quality requirements:

- The work must fully match the Client's requirements.
- If revisions are required, the Freelancer **must correct errors within 3 days**.
- If the work does not meet standards after **two rounds of revisions**, the Freelancer **may forfeit payment**.

3.6. The Company **reserves the right to withhold or deduct payments** for poor-quality work or unapproved delays.

4. PAYMENTS AND COMMISSIONS

4.1. The Client is required to make the payment at the time of placing the Order. This payment must be made by submitting the credit or debit card details.

4.2. Freelancers earn **Points** upon successful completion of tasks. Each Point is equivalent to **€0.01 (one euro cent)**.

4.3. Points are accumulated in the Freelancer's account and can be converted into euros once the Freelancer requests a withdrawal.

4.4. Payments to Freelancers are made via **PayOut functionality**, directly to their linked payment cards, upon withdrawal request and conversion of Points into euros.

4.5. The Company does not charge hidden commissions. Freelancers receive invitations to contracts via the **"Invitations"** section, where the amount of Points for each task is clearly displayed.

4.6. Points **cannot be transferred between Users** and **cannot be used for purchases**.

5. DISPUTE RESOLUTION

5.1. In case of a dispute, the Client and Freelancer must attempt to resolve it directly through the platform.

5.2. If no resolution is reached, the Company will act as an arbitrator and make a final decision.

5.3. All disputes are governed by the laws of **Lithuania and the European Union**.

6. ACCOUNT TERMINATION

6.1. The Company reserves the right to suspend or terminate the account of any User violating this Agreement.

6.2. Freelancers who consistently fail to meet deadlines or provide poor-quality work **may be permanently banned**.

6.3. Clients who misuse the refund system or provide false claims **may lose access to our services**.

7. FINAL PROVISIONS

7.1 By registering, logging in, using the Site and its services, the User acknowledges that he has read, understood and agreed to these Rules and guarantees their compliance.

7.2 Ignorance of these Service Agreement of the site <https://frealty.eu> does not release Users from responsibility for their non-fulfillment.

If the User does not agree with any of the points of these Agreement, then he must immediately leave the Site and stop using its services.

7.3 In case of violations by the User of these Rules and other conditions applicable to the services of the site, the Site Administration has the right:

7.3.1 Delete any materials and messages posted on the Site by the User.

7.3.2 Delete any project posted on the Site.

7.3.3 Partially or completely block the User's account without prior notice.

7.4 Requests for the possibility of unblocking the User's account are considered individually upon the request of the account holder to the Site Administration using the contacts indicated on the site:

info@frealty.eu

UAB "In Subsidium"

Code: 300066284

Registered Address: Upės g. 5, Vilnius, Lithuania

+370 5 2751649

info@frealty.eu
